



# **Detroit Water and Sewerage Department Meeting Minutes - Final Customer Service Committee**

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Wednesday, February 6, 2019

1:00 PM

5th Floor Board Room, Water Board Building

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## **Customer Service Committee Meeting**

### **1. CALL TO ORDER**

Chairperson Blackmon called the meeting to order at 1:09 p.m.

**This was none**

### **2. ROLL CALL**

**Present:** 3 - Commissioner Jane Garcia, Commissioner Jonathan Kinloch and Mary Blackmon

**Absent:** 1 - Commissioner John Henry Davis

### **3. APPROVAL OF AGENDA**

Chairperson Blackmon requested a motion to approve the agenda.

**A motion was made by Commissioner Jonathan Kinloch, seconded by Commissioner Jane Garcia that the agenda be approved. The motion carried unanimously.**

### **4. APPROVAL OF MINUTES**

**A motion was made by Commissioner Jonathan Kinloch, seconded by Commissioner Jane Garcia that the minutes be approved. The motion carried by a unanimous vote.**

### **5. PUBLIC PARTICIPATION**

**There was none.**

### **6. COMMUNICATIONS**

**There was none.**

### **7. UNFINISHED BUSINESS**

New Administrative Policy (18-0095)

### **8. NEW BUSINESS**

**A.     [19-0034](#)           Mort Crim Communications, Inc.**

**Sponsors:**       Jones

**Attachments:**    [MCCI Integrated Marketing & Communications Year in Review](#)

Presenters - Chris Heaton, Michelle Martin, Patricia Radice, Terrance Hicks, Dmitri Pivtorack

**This Communication or Report was received and filed.**

**B.     [19-0035](#)           Metrics**

**Sponsors:**       Gabon

**Attachments:**    [Metrics-1.31](#)

**This Communication or Report was received and filed.**

**C.     [19-0042](#)           Customer Service - CAST Team**

**Sponsors:**       Gabon

**Attachments:**    [CAST Team](#)

**This Communication or Report was received and filed.**

**D.     [19-0043](#)           Service Interruption**

**Sponsors:**       Customer Service/Meter Operations

**Attachments:**    [Service Interruption](#)

**This Communication or Report was received and filed.**

**E.     Revised Planning Calendar (17-0127)****9.     OTHER MATTERS**

**There was none.**

**10.    NEXT MEETING**

March 6, 2019

**11.    ADJOURNMENT**

**A motion was made by Commissioner Jane Garcia, seconded by Commissioner Jonathan Kinloch that the meeting be adjourned. The motion carried by a unanimous vote.**

There being no further business, the meeting adjourned at 2:20 p.m.